



County of Los Angeles New Directions Task Force

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CUSTOMER SERVICE AND SATISFACTION STANDARDS

Courtesy Dignity Respect

The County of Los Angeles is committed to Customer Service and Satisfaction. In order to reemphasize that commitment on behalf of employees, departments, and partnering agencies providing health and human services, the County and community representatives developed the attached Standards. They are an integral part of the County's commitment to service excellence and to create an integrated health and human services delivery system that improves outcomes for children and families.

The Standards describe "best practices" for County staff and our community partner agencies in three specific focus areas:

Personal Service Delivery:

The way employees interact with customers and fellow staff while providing services.

Service Access:

The promotion of available health and human services and the ease and timeliness of accessing them.

Service Environment:

The internal and external surroundings in which services are delivered.

We value your efforts to treat customers and your fellow employees with courtesy, dignity, and respect. Working together, we will strive to make all of these Standards a reality. Thank you for your efforts to improve the lives and futures of children and families in the County of Los Angeles through service excellence.

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Customer Service and Satisfaction Standards

The County of Los Angeles health and human service departments and their partners are working together to achieve the following customer service and satisfaction standards in support of improving outcomes for children and families.



PERSONAL SERVICE DELIVERY

The service delivery team - staff and volunteers - will treat customers and each other with courtesy, dignity, and respect.

- Introduce themselves by name
- Listen carefully and patiently to customers
- Be responsive to cultural and linguistic needs
- Explain procedures clearly
- Build on the strengths of families and communities

SERVICE ACCESS

Service providers will work proactively to facilitate customer access to services.

- Provide services as promptly as possible
- Provide clear directions and service information
- Reach out to the community and promote available services
- Involve families in service plan development
- Follow-up to ensure appropriate delivery of services

SERVICE ENVIRONMENT

Service providers will deliver services in a clean, safe, and welcoming environment, which supports the effective delivery of services.

- Ensure a safe environment
- Ensure a professional atmosphere
- Display vision, mission, and values statements
- Provide a clean and comfortable waiting area
- Ensure privacy
- Post complaint and appeal procedures

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